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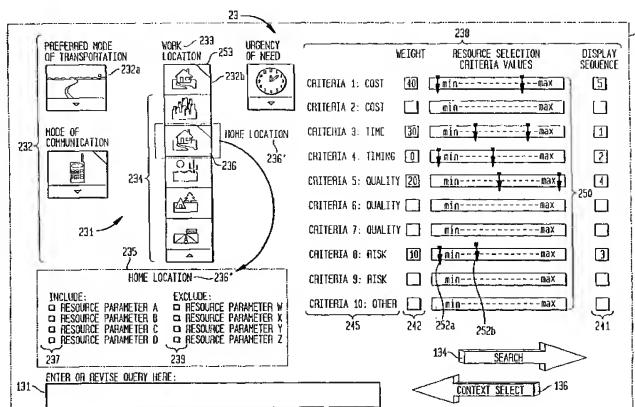
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[Continued on next page]

(54) Title: CONTEXT-BASED INFORMATION RETRIEVAL



(57) Abstract: A customer self service system and method for performing resource search and selection. The method includes steps of providing an interface (12) enabling entry of a query (131) for a resource and specification of one or more user context elements (132), each element (132) representing a context associated with the current user state and having context attributes (14) and attribute values (232) associated therewith; enabling user specification of relevant resource selection criteria (245) for enabling expression of relevance of resource results in terms of user context; searching a resource database and generating a resource response set having resources that best match a user's query (131), user context attributes (14) and user defined relevant resource selection criteria (245); presenting said resource response set (332, 333, 335, 336) to the user in a manner whereby a relevance of each of the resources being expressed in terms of user context in a manner optimised to facilitate resource selection; and, enabling continued user selection and modification (135, 136) of context attribute values (232) to enable increased specificity and accuracy of a user's query (131) to thereby result in improved selection logic and attainment of resource response sets best fitted to the query.

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## INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTER  
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According to International Patent Classification (IPC) or to both national classification and IPC

## B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)  
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Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

EPO-Internal, INSPEC

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 5 446 891 A (KAPLAN CRAIG A ET AL) 29 August 1995 (1995-08-29)	1,2,6
A	column 11, line 20 -column 16, line 64; claims; figures ----	3-5,7-10
Y	BILLSUS D ET AL: "A learning agent for wireless news access" PROCEEDINGS OF IUI 2000: INTERNATIONAL CONFERENCE ON INTELLIGENT USER INTERFACES, ACM, 9 - 12 January 2000, pages 33-36, XP002205011 USA ISBN: 1-58113-134-8 the whole document ----	1,2,6
A	----- -----	3-5,7-10

 Further documents are listed in the continuation of box C. Patent family members are listed in annex.

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## C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	US 5 826 260 A (BYRD JR ROY JEFFERSON ET AL) 20 October 1998 (1998-10-20) abstract; claims; figures column 5, line 45 - line 67 ---	1,2,6
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**INTERNATIONAL SEARCH REPORT**

## Information on patent family members

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US 5446891	A 29-08-1995	NONE	
US 5826260	A 20-10-1998	NONE	